**Venkat Makke**

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**SUMMARY**

* Salesforce Certified Professional Offering 7 years of experience in Salesforce CRM Implementations: Analysis, Design, Development, Administration, Integration and Supporting the Cloud and Web applications.
* Over 3 years of experience in Lightning Development that includes Building LWCs, Lightning Components & Events, Creating Lightning Applications and Reusability of custom Components.
* Experience across SFDC implementations with Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud, Chatter and AppExchange applications.
* Strong experience in Software Development Life Cycle (SDLC), Agile Development Environment, Sprint Planning.
* Expertise in Design, Development, and Customization of Salesforce applications using Apex, Controllers, Triggers, Batch, Schedule, Visualforce Pages, Lightning Components, HTML, CSS, JavaScript, and jQuery.
* Experience with Integrating Salesforce applications with external systems using Web Services and Apex callouts with SOAP and REST APIs.
* Hands-on Integration of Salesforce with other applications using Cast Iron, Mule Soft integration tools.
* Proficiency in SFDC Administrative tasks - Profiles, Roles, Permission Sets, Sharing Rules, Public Groups, Page Layouts, Record Types, Reports, Dashboards.
* Strong communication, organizational and interpersonal competencies along with detail oriented and problem-solving skills in the technology arena.

**TECHNICAL SKILLS**

**Salesforce:** Apex Language (Classes, Triggers, Batch, Schedule), SOQL & SOSL, Visualforce Pages, Web Services (SOAP, WSDL, REST), Sales, Service, Marketing & Community Cloud, Lightning Components, Ant based Force.com Migration Tool, Workflow rules, Approval Process, Process Builder, Profiles, Permission Sets, Role Hierarchy, Validation Rules, Custom objects, Relationships, Page Layouts, Search Layouts, Record Types, Reports, Dashboards.

**Force.com Tools:** Developer Console, Force.com IDE, Force.com Explorer, Workbench, Data Loader.

**Web Technologies:** DHTML, XML, HTML5/4, CSS3/2, JavaScript, Bootstrap, jQuery, Angular.

**Languages:** C++, Java, Apex

**Operating Systems:** Windows, Mac

**EDUCATION**

* Master of Science, University of Missouri-Kansas City (UMKC), Kansas City, MO – May 2016
* Bachelor of Technology, Vignan University, Guntur, Andhra Pradesh, India – May 2012

**CERTIFICATIONS**

* Salesforce Certified Platform Developer I (Certification# 21004196)
* Salesforce Certified Administrator (Certification# 21404013)

**PROFESSIONAL EXPERIENCE**

**USAA, Plano, TX Jul 2020 – Present**

**Salesforce Developer**

* Followed Agile SCRUM methodology that includes iterative Application Development, Bi-weekly Sprints and Backlog and Refinement Meetings.
* Participate in Daily Stand-Up to provide updates of the progress being made.
* Upgraded apps from Salesforce Classic to Lightning Experience to develop rich user experience.
* Designed, Developed and Deployed Apex Classes and Apex Triggers for the functional needs in the application.
* Used @future method to make asynchronous web service callouts to external systems.
* Managed Salesforce security including roles, profiles, sharing rules, public groups, and permission sets.
* Designed Salesforce Custom Objects, Relationships, Page layouts, Record types.
* Built and supported configuration tasks, including data cleaning and data import jobs.
* Integrated Salesforce instance with external system and used REST API methods to make callouts.
* Created Workflow rules on various objects and defined Time-Dependent Triggers, Email Alerts, Field updates.
* Created Custom Settings to store custom sets of data required for an organization and specific profiles.
* Developed training materials and provided training and support to Salesforce.com end users.
* Written Apex unit test classes and achieved 90% of code coverage.
* Developed multiple LWCs and used them in the application as per the business needs.
* Troubleshoot and enhance existing logic in the system.
* Developed and configured Dashboards, Reports and Report Folders for different user profiles based on the need in the organization.
* Used Copado to deploy changes from Sandbox to Production.

**Environment:** Salesforce Unlimited Edition, VS Code, Apex, Service Cloud, Visualforce Pages, Lightning Components, Aura Framework, Triggers, Change Sets, Data Loader, Reports, Dashboards, Workflows, Email Services, Process Builder, HTML, CSS, jQuery.

**Bank of America, Plano, TX Aug 2017 – Jul 2020**

**Salesforce Developer / Administrator**

* Followed Agile SCRUM methodology that includes iterative Application Development, Bi-weekly Sprints and Backlog and Refinement Meetings.
* Worked with Product Owners and other development team members to determine new features and user stories.
* Used JIRA to track status of stories and attach any needed document.
* Implemented Salesforce Service Cloud and Case Management for business support customers.
* Developed multiple Lightning components, added SLDS to make Lightning components look and feel better.
* Implemented Process Builder to perform creating Records, Email Alerts and Invoking an Apex Class actions.
* Involved in Code reviews, design sessions and Unit testing.
* Worked on Single Sign-on (SSO) security modal including oAuth and SAML 2.0.
* Implemented Visualforce Pages, Standard and custom Controller classes based on requirements.
* Integrated .Net Enterprise application with Salesforce by composing Apex REST Web Services to Upsert the records in Salesforce.
* Utilized Lightning Connect to get real-time data from external system by using external objects in Salesforce.
* Implemented Apex Batch and Schedule classes to send emails and update records on a regular basis at scheduled intervals.
* Created Lightning pages inside Lightning app Builder using Lightning Components.
* Created Workflow rules for sending Email Alerts, Field updates.
* Created Custom Settings to store custom sets of data required for an organization and specific profiles.
* Created Custom Labels and referred them on Apex classes, Visualforce pages and Lightning components.
* Performed administrative tasks like creating Roles, Profiles, Public Groups, Sharing rules.
* Implemented Custom Reports (Excel, Pdf) for different Roles based on their Security Permissions.
* Created HTML, Custom and Visualforce templates for Email alerts.
* Designed Validation Rules along with Roll-Up Summary fields to maintain data quality and consistency.
* Supported data migration activities from Siebel CRM to Salesforce.
* Co-ordinate with the Testing team and set up test data.
* Customized the Dashboards to track usage for productivity and performance.
* Implemented Apex Test utility classes which are being referred by various test methods.
* Worked on Force.com sites, communities and developed Custom Application using force.com platform.
* Troubleshoot technical issues and resolve bugs reported by users.
* Written Apex unit test classes and achieved 90% of code coverage across the organization.
* Used Change Sets to deploy changes from Sandbox to Production.
* Addressed issues reported by users and get them resolved.

**Environment:** Salesforce Unlimited Edition, Apex, Service Cloud, Visualforce Pages, Lightning Components, Triggers, Copado, Data Loader, Reports, Dashboards, Workflows, Email Services, Process Builder, HTML, CSS, jQuery.

**Department of Treasury, Montpelier, VT Dec 2016 – Aug 2017**

**Salesforce Developer**

* Interacted with Business Users/Analyst and prepared technical design documents based out of the requirements.
* Designed, Developed and Deployed Apex Classes, Controller Classes and Apex Triggers for the functional needs in the application.
* Translated business requirements into well-architected solutions that leverage on Salesforce platform.
* Designed complex Visualforce pages & web forms using JavaScript, CSS, HTML, jQuery and Controllers.
* Handled the client-side requests with JavaScript and jQuery without sending the post request to the Salesforce server from Visualforce pages.
* Used @future method to make asynchronous web service callouts to external systems.
* Implemented REST based web service apex classes to integrate with SQL database for accessing the data.
* Created Formula Fields, Workflows and approvals for the functionality of application.
* Developed various Batch Apex classes and scheduled them using Apex Schedulable classes on daily basis.
* Designed Salesforce Custom Objects, Relationships, Page layouts, Record types.
* Developed and configured various Reports and Report Folders for different User Profiles within the organization.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quality and data consistency.
* Involved in Data mapping and Migration of data from legacy systems to Salesforce Objects and fields using Data Loader and Import Wizard.
* Developed and configured Dashboards, Reports and Report Folders for different user profiles based on the need in the organization.
* Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups and Queues.
* Written several SOQL & SOSL queries in the apex with consideration to Governor Limits for data manipulation needs.
* Developed Test classes and maintained the proper code coverage to deploy into the production boxes
* Used Force.com Ant Migration tool for deploying metadata components from Sandbox to Sandbox and Production Instances.

**Environment:** Salesforce Enterprise Edition, Service Cloud, Apex, Visualforce Pages, Eclipse IDE, Workbench, Data Loader, REST, Process Builder, Workflow, Reports, Dashboards.

**CBN Tech Force, Dallas, TX Aug 2016 – Dec 2016**

**Salesforce Developer**

* Implemented Salesforce applications using Agile SCRUM Methodology that involves the iterative development methodology.
* Worked closely with Business analysts and performed detailed analysis of business and technical requirements.
* Developed Apex classes along with Enabling Aura to make them available to Lightning components.
* Created Lightning components and used them in Community builder as per the requirement.
* Used Customer Service (Napili) template for creating responsive Communities.
* Provided technical solutions for enhancements associated with Salesforce.
* Created REST based Apex Classes to make callouts to external systems using HTTP Request and HTTP Response model.
* Created Scheduled and Batch apex jobs based on the business requirements.
* Migrated data into Salesforce from traditional applications using CSV files using Data Loader.
* Created Page Layouts, Search Layouts, organized fields on the layouts, Custom buttons, Custom links, Related lists and List views based on the requirements, feedback from users.
* Worked on integration of two instances using REST API callouts and parsed JSON-responses provided by third-party systems.
* Developed Communities to provide better service by enabling users to find information and assist each other.
* Engaged in code reviews and ensure adherence to best practises.
* Used Salesforce Lightning Inspector to debug the Lightning components during the development process.
* Involved in setting up Environment by enabling My Domain, building the Lightning App.
* Written SOQL, SOSL queries by considering Governor Limits for data manipulation in the application against Force.com platform database sObjects.
* Developed the test plans, test conditions and testcases for testing of the application.
* Developed Reports and Dashboards on custom objects for different business groups in the organization.
* Hand on experience in Salesforce Lightning feature and used GitHub for code versioning.
* Used JIRA for Project Management and Bug Tracking.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors Limits.
* Performed components migration from Sandbox to Production instances using Force.com Migration tool.

**Environment:** Salesforce Enterprise Edition, Community Cloud, Sales Cloud, Apex, Lightning Components, REST, HTML5, CSS3, JavaScript, Windows 7.

**Maximind Solutions, Hyderabad, India Jun 2012 – Jul 2014**

**Salesforce Developer/Administrator**

* Interacted with Business team members to gather and document the requirements.
* Involved in all phases of Software Development Life Cycle (SDLC) starting from requirements gathering and design.
* Followed Salesforce best practices, designed, developed, and deployed Apex Classes, Controller Classes, Batch Apex, Apex Scheduler and Apex Triggers for functional needs in the application.
* Implemented the requirements on Salesforce.com platform using Eclipse Force.com IDE Plug-in.
* Written Triggers to process incoming requests from customers and create new cases automatically.
* Created Batch Apex classes for batch execution and updating related field.
* Worked on Salesforce standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Designed, Implemented and deployed the Page layouts, Custom Tabs, Record types to suit to the business needs.
* Developed Visualforce pages, Components using components Page Block, PageBlockSection, PageBlockButtons, Input Field, PageBlockTable, Output Panel and Ajax components ActionFuction & Action Support to refresh a region of the page.
* Created Custom Objects and defined Lookup and Master-Detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created and custom Fields, Page layouts, Record types, Search layouts, Custom Buttons, Links, Related lists, Record types and Validation rules.
* Customized email templates to send emails depending on the requirement.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Responsible for creating Queues, Workflow rules and tasks to share and automate work to the users in the Queue.
* Worked on creating Users, Profiles, Roles and Permission Sets.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce objects.
* Worked on creating Reports, Dashboards, Report Types on standard and Custom objects.
* Customized the Dashboards to track usage for productivity and performance of business centers.
* Implemented Apex test methods and test cases with code coverage of more than 75%.
* Prepared package.xml and build.XML script to deploy Salesforce components across another sandbox to production instances using Force.com Ant Migration tool.

**Environment:** Salesforce Enterprise edition, Sales Cloud, Marketing Cloud, Apex, Workflow & Approvals, Reports, Dashboards, Email Services, Data Loader, JavaScript, Eclipse IDE.